



CUSTOMER SERVICE SUPPORT

Risch, Inc. is a leading manufacturer of foodservice products serving the worldwide hospitality industry since 1935. Located in Rochester, NY, Risch prides itself on provide quick turn, custom solutions for our network of distributors throughout North American and beyond. We are seeking a motivated individual to join our award winning customer service team who is passionate in providing superior customer service and satisfaction. The candidate must be comfortable on the phone and will be responsible for processing orders, assisting our network of distributors and sale reps with routine questions relating to orders, pricing and products solutions. In addition the position will require computer skills for entering orders along, order and shipping status and basic Microsoft office programs. Restaurant or hospitality industry experience is a plus.

- Pay rate is \$13/hour.
- This is a full-time position, Monday through Friday 8:30 am – 5:00 pm.
- Risch offers a competitive benefits package including health, dental, life/ADD insurances, a 401(k) plan with employer contribution match, nine paid holidays, and Paid Time Off plan.

Education and/or Experience

High School/GED Graduate; or three to six months related experience and/or training; or equivalent combination of education and experience.

Six months experience performing general office/customer service duties preferred.

Summary

Provides support to the Customer Service Department by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Answers phones & directs calls to CS, Accounting, Marketing, HR, and Management – primary on phones.
- Receives guests.
- Responds to requests for order status.
- Informs / updates customer of shipping date, tracking information, anticipated delays, and any additional information needed by customer.
- Routes orders to departments for filling and follows up on orders to ensure delivery by specified dates.
- Receives and checks customer complaints.
- Confers with production, sales, shipping, warehouse, or common carrier personnel to expedite or trace missing or delayed shipments.
- Processes address corrections.
- Assists with maintaining the sample and return areas.
- Maintains fax, postage machine & copy area.
- Responsible for post office mailings.
- Prepares swatches.
- Responds to requests from potential and current customers, explaining products, pricing, customized art orders, accepts and processes orders.
- Maintains office supplies and kitchen supplies.
- Maintains reception, office, and kitchen areas.
- Waters plants in office.
- Special projects as needed.

Other Skills and Abilities

Basic level knowledge of customer relations including: customer service, use of personal computer.
Ability to interact professionally in a multi-cultural environment.

Computer Skills

To perform this job successfully, an individual should have knowledge and proficiency in use of Calendar software; Email software; Internet software; Inventory software; Spreadsheet software and Word Processing software.

Physical Demands/Work Environment

The physical demands/work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The work environment is usually indoor and climate controlled. The noise level in the work environment is usually moderate.

To apply, send an email with resume/job history to hrsupport@hrisch.com.